

SERVICE UPDATE JULY 2020



Dear Patients,

We want to give you an update on the services and our availability here at the practice. As you may be aware, the practice has continued to operate during the pandemic but this has not been quite business as usual and the way we are working continues to be a bit different.

To help us keep the infection risk as low as possible in the practice we continue to ask that you do not attend the practice unless you have a pre-booked appointment or are coming to collect something such as a prescription or medication.

Our community has been through a lot over the last few months, and all of us are looking forward to resuming some level of normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety and wellbeing.

Infection control has always been a top priority for our practice and you may have seen this during your visits to our surgery. Our infection control processes are in place so that when you receive care it's both safe and comfortable.

Our practice follows infection control guidelines made by the governing bodies and we are up-to-date on new guidance that has been issued.

You will see some changes when it is time for your next appointment. We have made these changes to help protect our patients and staff:

1. To limit the number of people in the building at any one time and help with social distancing you need to buzz the back door on arrival.
2. You will need to wear a face covering in order to help prevent any further spread of COVID-19. Social distancing is still vital; however, face coverings are an added precaution. Face coverings should not be used by children under the age of 3 or those who may find it difficult to manage them correctly. For example, primary age children unassisted, or those with respiratory conditions.
3. You'll be asked some screening questions when booking an appointment and again when you arrive at the practice.
4. You will be let into the building, however due to social distancing if there are already the maximum numbers of patients in the building you will be asked to wait outside or in your car and we will then call you in.
5. We have hand sanitiser available that we ask you to use when you enter and leave the practice.
6. We no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.

7. Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.

We will do our best to allow greater time between patients to reduce waiting times for you and reduce the number of patients in the waiting room at any one time.

How you can help:

1. With the exception of children and patients with carers, patients should come alone.
2. A distance of at least 2 metres must be observed if another patient is present in the practice.
3. Wear a face covering.
4. Staff will not shake your hand.
5. If you show symptoms following appointment booking, you should follow the government guidelines to isolate and book a test immediately. This will trigger the Track and Trace system. Also any members of your household should isolate as well.
6. Please do not arrive early to the practice for your appointments. You should wait outside the practice and at your appointment time buzz the back door.
7. Please do not arrive without an appointment.

At present we are not offering routine face to face appointments. Any appointments with the doctors will be arranged initially as a telephone consultation. The doctors will then decide if a video consultation or a face to face appointment is needed and if so will arrange that with you.

You will still be asked to attend the surgery for some nurse appointments and for some tests.

We continue to be able to refer patients to the hospital as needed.

Pharmacies remain open and available to help you with minor health issues and self-care.

If you have a medical problem please call the practice on 01271 323443 or submit an eConsult via our website www.litchdonmedicalcentre.co.uk

Please do not leave any medical concerns you have until the pandemic is over as this is likely to be some time away and we are here for you now.

Stay well, stay safe and Stay alert.

Litchdon Team.